



Accessibility Overview

Handshake Web Content Accessibility Guidelines (WCAG 2.0) Checklist

Principle 1: Perceivable

Information and user interface components must be presentable to users in ways

Criteria	Supporting Features	Remarks and Explanations
1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)	Partially Supports	Handshake provides text descriptions, labels, ETC., for images, form elements, and other items which blind and visually impaired users might find difficult to understand and/or use.

GUIDELINE 1.2 TIME-BASED MEDIA

PROVIDE ALTERNATIVES FOR TIME-BASED MEDIA.

Criteria	Supporting Features	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)	Not applicable	
1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Not applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Not applicable	

1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Not Applicable	

GUIDELINE 1.3 ADAPTABLE

CREATE CONTENT THAT CAN BE PRESENTED IN DIFFERENT WAYS (FOR EXAMPLE SIMPLER LAYOUT) WITHOUT LOSING INFORMATION OR STRUCTURE

Criteria	Supporting Features	Remarks and Explanations
1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Partially Supports	Handshake uses standard HTML markup for headings, form labels, links, buttons, tables, lists, ETC. when possible.
1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Partially Supports	When possible Handshake strives to keep all content in a meaningful order within the application.

<p>1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)</p>	<p>Partially Supports</p>	<p>When sensory characteristics are used to convey meaning, additional information is also provided in an alternative form whenever possible.</p>
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GUIDELINE 1.4 DISTINGUISHABLE
MAKE IT EASIER FOR USERS TO SEE AND HEAR CONTENT INCLUDING SEPARATING
FOREGROUND FROM BACKGROUND

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
<p>1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)</p>	<p>Supports</p>	<p>When color is used to convey meaning, additional information is also provided in an alternative form.</p>
<p>1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)</p>	<p>Supports</p>	<p>Wherever audio is used within the application there is a mechanism to turn off audio independently from the system volume.</p>
<p>1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)</p>	<p>Partially Supports</p>	<p>Handshake's design incorporates a contrast ratio of 4.5:1 whenever possible.</p>
<p>1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)</p>	<p>Supports</p>	<p>Handshake is designed to be fully responsive. All content in Handshake can be zoomed by the browser up to any size the browser supports.</p>

<p>1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)</p>	<p>Supports</p>	<p>Handshake avoids the use of images of text whenever possible.</p>
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PRINCIPLE 2

GUIDELINE 2.1 KEYBOARD ACCESSIBLE MAKE ALL FUNCTIONALITY AVAILABLE FROM A KEYBOARD.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
<p>2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)</p>	<p>Supports</p>	<p>Handshake strives to make the application usable without a mouse.</p>
<p>2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)</p>	<p>Supports</p>	<p>Handshake strives to ensure that all elements can be entered and left via the use of a keyboard.</p>

GUIDELINE 2.2 ENOUGH TIME
PROVIDE USERS ENOUGH TIME TO READ AND USE CONTENT.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A)	Supports	Handshake does not incorporate any time based content.
2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)	Supports	Handshake has no areas utilizing blinking or scrolling information.

GUIDELINE 2.3 SEIZURES
DO NOT DESIGN CONTENT IN A WAY THAT IS KNOWN TO CAUSE SEIZURES.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	Supports	Handshake does not display any flashing content.

GUIDELINE 2.4 NAVIGABLE
PROVIDE WAYS TO HELP USERS NAVIGATE, FIND CONTENT, AND DETERMINE WHERE THEY ARE.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	Not applicable	

<p>2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)</p>	<p>Not Supported</p>	
<p>2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)</p>	<p>Partially Supports</p>	<p>Handshake works to ensure that the tab order of all web pages is intuitive and logical.</p>
<p>2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)</p>	<p>Partially Supports</p>	<p>Handshake strives to give all links a label which is meaningful, even when read out of context.</p>
<p>2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)</p>	<p>Supports</p>	<p>Handshake works to provide multiple ways to access pages within the application.</p>
<p>2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)</p>	<p>Supports</p>	<p>Handshake strives to make all headings and labels meaningful, even when read out of context.</p>
<p>2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)</p>	<p>Partially Supports</p>	<p>Handshake strives to ensure that the focus indicator is always visible and contrasts well with the surrounding content and background.</p>

Principle 3: Understandable
Information and the operation of user interface must be understandable.

GUIDELINE 3.1 READABLE
MAKE TEXT CONTENT READABLE AND UNDERSTANDABLE.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Supports	Handshake does not trigger context changes when items are focused.
3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Supports	Handshake does not use the changing of input fields for initiating context changes.
3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Supports	Handshake offers a consistent navigation order across the site.
3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Supports	Handshake strives to ensure that controls with similar functions work consistently across the site.

GUIDELINE 3.3 INPUT ASSISTANCE
HELP USERS AVOID AND CORRECT MISTAKES.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Supports	When automatic error identification is used text explaining the error is displayed.
3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Supports	Handshake uses standard HTML markup to associate a text label with all input fields, buttons, and links.
3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Supports	When automatic error identification is used text explaining the error is displayed. When suggestions are available they are displayed in text.
3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)	Supports	Before performing irreversible or potentially serious actions, users are presented with a confirmation box, to ensure that they truly wish to perform the requested action. Before performing irreversible or potentially serious actions, users are presented with a confirmation box.

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

GUIDELINE 4.1 COMPATIBLE

MAXIMIZE COMPATIBILITY WITH CURRENT AND FUTURE USER AGENTS, INCLUDING ASSISTIVE TECHNOLOGIES.

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Partially Supports	Handshake strives to ensure that all markup is valid, and follows best practices whenever possible.
4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Partially Supports	Handshake strives to ensure that the name, role and value of all user interface elements are available to assistive technologies via HTML.

Section 508 of the Rehabilitation Act
 Name of Product: Handshake

SECTION 1194.21 SOFTWARE APPLICATIONS AND OPERATING SYSTEMS – DETAIL
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CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Partially Supports</p>	<p>We strive to make sure all sections of Handshake can be navigated and controlled with only a keyboard.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>Handshake does not interfere with any operating system or browser shortcuts. Accessibility features such as sticky keys, magnifiers, screen readers, cursor sizes and virtual keyboards are not disabled or disrupted by Handshake.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports</p>	<p>Where possible, Handshake uses default browser focus styles. Where those styles are overridden, Handshake provides distinct focus styles.</p>

<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports</p>	<p>Provided by the browser.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Partially Supports</p>	<p>Handshake uses icons to help depict the purpose of certain interface elements, The use of these icons is consistent throughout the site. Whenever a single graphic is used, Handshake tries to use alt text or CSS text replacement to enable screen readers to read the purpose of the link/button to the user.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<p>Provided by the browser.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Not applicable</p>	
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not applicable</p>	
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>Handshake does not use color alone to distinguish the importance of a visual element.</p>

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	Handshake does not allow users to change the contract or color settings of the application.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Handshake does not use flashing or blinking text.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Partially Supports	Handshake makes efforts to ensure the application works with screen readers such as JAWS or VoiceOver.

SECTION 1194.22 WEB-BASED INTERNET INFORMATION AND APPLICATIONS – DETAIL
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CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Meaningful images in the Handshake user interface have alt-text descriptions. Non-relevant images have no alt-text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Handshake does not contain built-in multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Handshake does not use color alone to distinguish the importance of a visual element.

<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Supports</p>	<p>A user or screen reader can read and understand pages in Handshake with the associated style sheets disabled.</p>
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Not applicable</p>	
<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p>	<p>Not applicable</p>	
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports</p>	<p>Data tables are marked up with informative column and row headers.</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supports</p>	<p>Handshake has no data tables with two or more logical levels of row or column headers.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supports</p>	<p>Handshake does not use frames.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Handshake does not cause the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not applicable</p>	

<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Partially Supports</p>	<p>Handshake uses javascript and the most modern HTML5 techniques to provide feedback from interactive elements and to allow Assistive Technology such as screen readers to read and transmit information back to the user whenever possible.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Supports</p>	<p>Handshake does not require any applet or plug-in to work with its default functionality.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Partially Supports</p>	<p>Handshake makes efforts to ensure the application works with screen readers such as JAWS or VoiceOver.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Partially Supports</p>	<p>When possible Handshake provides a way to skip repetitive navigation links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not applicable</p>	<p>Handshake does not require timed responses.</p>

Note to 1194.22: Handshake interprets items of this section as consistent with the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) (December 8, 2008) published by the Web Accessibility Initiative of the World Wide Web Consortium: (a) 1.1, (b) 1.2, (c) 1.4, (d) 1.3 (g) 1.3, (l) 4.1, and (o) 2.4.

SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA – DETAIL
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CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p>Partially Supports</p>	<p>Handshake makes efforts to ensure the application works with screen readers such as JAWS or VoiceOver.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supports</p>	<p>Handshake supports screen magnification and browser-provided zoom functionality.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.</p>	<p>Supports</p>	<p>Handshake does not require hearing for operation.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports</p>	<p>Handshake does not use any audio mechanism on the student side of the application. When audio is used visual cues are also provided.</p>

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Handshake does not require speech for operation.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Handshake does not require fine motor control or simultaneous actions. It is accessible via keyboard.

SECTION 1194.41 INFORMATION, DOCUMENTATION AND SUPPORT – DETAIL
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CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Product support in an accessible text-based format is available online at support.joinhandshake.com Additionally Handshake support representatives can provide support in alternate formats.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	All support content at support.joinhandshake.com is available in an accessible HTML, text-based format.

Accessibility Overview

Handshake takes accessibility seriously. This document provides an overview of our commitment to making Handshake accessible to every user. Handshake takes the following steps to continuously improve the Application's accessibility:

- Developer training on accessibility best practices.
- Use of third party applications to test the accessibility of the Handshake application.
- Testing for accessibility during the Handshake QA process.
- Training of the Handshake support team on how to provide support to users with disabilities.

Handshake releases updated weekly and is constantly improving our level of accessibility. Our QA team uses Totally (<http://khan.github.io/tota11y/>) to test each release of Handshake.

Questions

This document is intended to be a living document and may not reflect the latest version of Handshake. If you have questions on Handshake's accessibility feel free to reach out to your Handshake Account Executive.